

RE: COVID-19 Response – Update #26 – September 09, 2020

The Corix Group of Companies (the Company) is providing this twenty-sixth update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated September 2, 2020. Below you will find several actions the Company has taken since our last update:

- ***Essential Operations Continuity Plan Updates*** – As we move into Fall and Winter, the Company’s Incident Command Team is working with all local jurisdictions to ensure that Essential Operations Continuity Plans are up to date and that we are prepared for any potential large-scale absenteeism in the workplace. Essential Operations Continuity Plans include (i) securing mutual-aid arrangements, (ii) ensuring sufficient chemical supplies and critical spare parts inventories are on hand, and (iii) identifying appropriately licensed personnel or contractors who are available to mobilize quickly to augment the Company’s workforce.
- ***COVID-19 Financial Tracking*** – As the COVID-19 situation moves forward, the Company continues to track all costs incurred and revenues lost as a result of COVID-19. All costs will be accounted for in compliance with the applicable regulatory orders and directives within each jurisdiction. The Company’s regulatory team will continue working with jurisdictional finance teams to monitor all regulatory action related to COVID-19 to ensure we remain in compliance with updated direction and that customers remain informed.
- ***Customer Assistance*** - We continue to advise customers to stay current with their bills to avoid large balances as we move through the COVID-19 crisis. Customers are able to call our Contact Center to setup deferred payment arrangements to assist with any financial hardships they may have encountered due to COVID-19. We are happy to work with all customers to address their specific situation.

We hope you find these continuing updates by the Company helpful, and we invite you to email us at communications@corix.com with any questions or concerns you may have.